NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

SALE (Swiped or Manually Keyed) *Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.*

MM/DDYY HH:MM	Press F2 for Sale
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT EBT CREDIT	Press F2 for Credit
LAST 4 DGTS ACCT:	Key last 4 digits of card number and press Enter
EXP DATE (MMYY):	Key expiration date and press Enter
CARD PRESENT	Press F1 if the customer's card is present or F2 if the customer's card is not present
IMPRINT CARD	Press F1 that you imprinted the card
RECURRING PAYMNT?	Press F1 if this is a recurring payment or F2 if this is not a recurring payment
E-COMMERCE?	Press F1 if this is an E-Commerce transaction or F2 if this is not an E-Commerce transaction
V-CODE:	Key in the Card Code and press Enter or press Enter for other options. *The card code can be found on the signature line of the customer's credit card*
INVOICE NUMBER:	Key invoice number and press Enter
CLERK/SERVER ID:	Key clerk or server number and press Enter
AMOUNT:	Key pre-tip amount and press Enter
TIP AMT:	Key amount and press Enter
ADDRESS:	Key the first 5 digits before the first letter of the customer's address and press Enter
ZIP CODE:	Key customer's zip code and press Enter
TAX AMT: $ 0.00	Key tax amount and press Enter
TAX EXEMPT TRAN?	Press F1 if the transaction was tax exempt or F2 to return to the previous prompt. (only displayed if tax = $0.00)
CUSTOMER NUMBER:	Key customer number or purchase number and press Enter
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt. The AVS response code and Card Validation Code will be displayed on the printed on the receipt. If CALL CENTER is displayed, call for voice authorization and press Enter. If you receive voice authorization, follow the prompts to complete the transaction offline

REPRINT *Use this function to reprint the last transaction or any transaction stored in the terminal's memory.*

MM/DDYY HH:MM	Press Reprint (*3rd purple key from left*)
LAST RECEIPT ANY RECEIPT	Press F1 to reprint the last receipt or press F2 to reprint another receipt.
INVOICE NUMBER:	Key invoice number and press Enter

DEBIT SALE: *Use this function to authorize and capture transactions for settlement.*
This procedure is if the VX570 is connected to a Verifone 1000, 1000 Se Pin Pad.

VX570 Terminal

MM/DDYY HH:MM	Press F2 for Sale
SWIPE OR ENTER ACCT	Swipe card
CHOOSE CARD: DEBIT EBT	Press F1 for debit card.
Terminal May Prompt: CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press Enter Invoice Number: Key invoice number and press Enter
AMOUNT:	Key amount and press Enter
CASH:	Key cash back amount and press Enter

Verifone 1000/1000 Se Pin Pad

ENTER PIN	Customer: Key pin number on PinPad and press Enter

VX570 Terminal

DIALING.... APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

DEBIT SALE: *Use this function to authorize and capture transactions for settlement.*
This procedure is if the VX570 is using the internal pinpad.

MM/DDYY HH:MM	Press F2 for Sale
SWIPE OR ENTER ACCT	Swipe card
CHOOSE CARD: DEBIT EBT	Press F1 for debit card.
Terminal May Prompt: CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press Enter Invoice Number: Key invoice number and press Enter
AMOUNT:	Key amount and press Enter
CASH:	Key cash back amount and press Enter
ENTER PIN	Customer: Key pin number on PinPad and press Enter
DIALING.... APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

SETTLE *Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close is disabled.*

MM/DDYY HH:MM	Press F4 for Settlement
TOTAL: $$.$$	Key batch amount and press Enter
SETTLEMENT OK XXXXXXXXXXX	Press Enter to print settlement report.

DEBIT SALE: *Use this function to authorize and capture transactions for settlement.* This procedure is if the VX570 is connected to an Omni 7000 le PinPad.

7000 LE Pin Pad

SWIPE CARD	Customer: Swipe debit card though the 7000 le PinPad.
SELECT PAYMENT TYPE	Customer: Press F1 for ATM on 7000 le PinPad
ENTER PIN	Customer: Key pin number and press Enter
WANT CASHBACK? NO YES	Customer: Press desired option
Terminal May Prompt: ENTER CASH AMT	Customer: Key cash back amount and press Enter

VX570 Terminal

Terminal May Prompt: CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press Enter Invoice Number: Key invoice number and press Enter
AMOUNT: $ 0.00	Merchant: Key dollar amount on VX570 terminals and press Enter

7000 LE Pin Pad

CONFIRM AMOUNT: NO $$.$$ YES	Customer: Verify amount on 7000 le PinPad and Press F4 for Yes

VX570 Terminal

DIALING.... APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

FORCE SALE *Use this function to capture transactions when voice approval has been obtained.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
FORCE	Press F2 for Force
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT EBT CREDIT	Press F3 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter
INVOICE NUMBER:	Key invoice number and press Enter
CLERK/SERVER ID:	Key clerk or server number and press Enter
AMOUNT:	Key amount and press Enter
APPR CODE:	Key authorization number that was obtained by the voice authorization center and press Enter
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

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AUTHORIZATION ONLY *This procedure is to authorize a credit card transaction. This will not capture in the terminal.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol two times
AUTH ONLY	Press F1 for Auth Only
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT EBT CREDIT	Press F3 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter
CARD PRESENT	Press F1 if the customer's card is present or F2 if the customer's card is not present
INVOICE NUMBER:	Key invoice number and press Enter
CLERK/SERVER ID:	Key clerk or server number and press Enter
AMOUNT:	Key amount and press Enter
ADDRESS:	Key the first 5 digits before the first letter of the customer's address and press Enter
ZIP CODE:	Key customer's zip code and press Enter
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

VOID *Use this function to delete a transaction that is in the current batch.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
VOID	Press F1 for Void
VOID LAST TRANS?	Press F1 to void the last transaction or press F2 to void a transaction within the current batch
VOID RETRIEVE BY:	Press F1 to recall the transaction by the invoice number or F2 to recall the transaction by the customer's account number
VOID INVOICE NUMBER:	Key requested information (i.e. Invoice Number) and press Enter
VOID VISA SALE XXXXXXXXXXXXXXX $XX.XX	Press F1 to void the displayed transaction or press F3 for the next transaction
PRNT CUST COPY?	Press F1 to print customer receipt

CLOSE TAB *Use this function to close an open tab amount.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol two times
TABS	Press F4 for Tab
CLOSE TAB	Press F3 for Close Tab
RETRIEVE BY:	Press F1 to retrieve transaction by the invoice number or F2 to retrieve transaction by the customer's account number
INVOICE #	Key in the requested information (i.e. Invoice Number) and press Enter
XXXXXXXXXXXXXXX $XX.XX	Press F1 to close the displayed transaction or press F3 for the next tab transaction
NEW AMT:	Key new tab amount and press Enter

PRNT CUST COPY?	Press F1 to print customer receipt

REFUND: *Use this function to issue a credit to the cardholder' account for goods or services.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol once
REFUND	Press F3 for Refund
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT EBT CREDIT	Press F3 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter
INVOICE NUMBER	Key invoice number and press Enter
CLERK/SERVER ID	Key clerk/server number and press Enter
AMOUNT:	Key refund amount and press Enter
PRNT CUST COPY?	Press F1 to print customer receipt

TIP ADJUSTMENT *Use this function to adjust the tip amount.*

MM/DDYY HH:MM	Press Tip (2nd *purple key from left*)
PASSWORD:	Key password and press Enter
RETRIEVE BY:	Retrieve by desired option
SERVER ID:	Key in the requested information (i.e. Server ID) and press Enter
SALE XXXXXXXXXXXXXXX $XX.XX	The terminal displays the selected transaction. Press F1 to add a tip to the displayed Transaction
TIP AMOUNT: NEW TIP	Key new tip amount and press Enter
APPROVED OK######	Write tip amount on merchant receipt. Press Clear to return to the idle prompt.

REPORTS *Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).*

MM/DDYY HH:MM	Press Reports the purple key (1st *purple key on right)*
PASSWORD:	Key password and press Enter
TOTALS REPORT DETAIL REPORTS	Press appropriate key to select desired report. Press the key under ⇩for additional reporting options

OPEN TAB *Use this function to authorize an open tab amount. Open tabs must be closed before settlement.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol two times
TABS	Press F4 for Tab
OPEN TAB	Press F2 for Open Tab
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD:	Press F2 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter
AMOUNT:	Key amount and press Enter

APPROVED	Terminal prints merchant receipt. . Press Clear to return to the idle prompt.

FIRST DATA MERCHANT SERVICES
NASHVILLE
VERIFONE® VX570
QUICK REFERENCE GUIDE

Restaurant / Retail
Config. 670

PROGRAMMING INFORMATION

Merchant Number _____

Merchant ID (MID) _____

Terminal ID (TID) _____

Download Telephone Number _____

Touch Tone or Rotary Dial _____

Auto Download: Periodically your terminal will require an application update. The terminal will print the following message when this occurs.

****
Terminal Requires Application Update (Download)
DO NOT INTERRUPT DOWNLOAD IN PROGRESS
****

Important: Do not press any keys or interfere with the terminal during the application update.

If after the update completes, the terminal displays "Must Update Params. Start Update Now?", Press F1 to complete the terminal update.

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SALE (Swiped or Manually Keyed) *Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.*

MM/DDYY HH:MM	Press F2 for Sale
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT CREDIT	Press F2 for credit card.
TERMINAL MAY PROMPT: ENTER EXP DATE INVOICE NUMBER CLERK ID V-CODE	Exp. Date: Key expiration date and press Enter Invoice Number: Key invoice number and press Enter Clerk ID: Key clerk id and press Enter V-Code: Key in the Card Code and press Enter or press Enter for other options. **The card code can be found on the signature line of the customer's credit card.
AMOUNT:	Key amount and press Enter
PROCESSING…	Terminal will issue an approval code.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt. The terminal will automatically return to the idle prompt.

**Quick Service Restaurants may not require a customer signature if the transaction amount is below a pre-determined signature floor limit. In these instances, the customer signature line will not print on the receipt.

DEBIT SALE: *Use this function to authorize and capture transactions for settlement.* This procedure is if the VX570 is connected to an Omni 7000 le PinPad.

Omni 7000 le PinPad

SWIPE CARD	Customer: Swipe debit card though the Everest PinPad.
SELECT PAYMENT TYPE	Customer: Press ATM button on Everest PinPad.
ENTER PIN	Customer: Key pin number and press Enter
WANT CASHBACK? NO YES	Customer: Press desired option
Terminal May Prompt: ENTER CASH AMT	Customer: Key cash back amount and press Enter

VX570 Terminal

Terminal May Prompt: CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press Enter Invoice Number: Key invoice number and press Enter
AMOUNT: $ 0.00	Merchant: Key dollar amount on VX570 terminals and press Enter

Omni 7000 le PinPad

CONFIRM AMOUNT: NO $$.$$ YES	Customer: Verify amount on Everest PinPad and press Yes

VX570 Terminal

DIALING…. APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

REPRINT *Use this function to reprint the last transaction or any transaction stored in the terminal's memory.*

MM/DDYY HH:MM	Press Reprint (*3rd purple key from left*)
LAST RECEIPT ANY RECEIPT	Press F2 to reprint the last receipt or press F3 to reprint another receipt.
INVOICE NUMBER:	Key invoice number and press Enter **Only the Merchant Copy will reprint.
LAST RECEIPT ANY RECEIPT	Press Clear to return to the idle prompt.

DEBIT SALE: *Use this function to authorize and capture transactions for settlement.*
This procedure is if the VX570 is connected to a Verifone 1000, 1000 Se Pin Pad.

VX570 Terminal

MM/DDYY HH:MM	Press F2 for Sale
SWIPE OR ENTER ACCT	Swipe card
CHOOSE CARD: DEBIT CREDIT	Press F1 for debit card.
Terminal May Prompt: CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press Enter Invoice Number: Key invoice number and press Enter
AMOUNT:	Key amount and press Enter
CASH:	Key cash back amount and press Enter

Verifone 1000/1000 Se Pin Pad

ENTER PIN	Customer: Key pin number on PinPad and press Enter

VX570 Terminal

DIALING…. APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

DEBIT SALE: *Use this function to authorize and capture transactions for settlement.*
This procedure is if the VX570 is using the internal pinpad.

MM/DDYY HH:MM	Press F2 for Sale
SWIPE OR ENTER ACCT	Swipe card
CHOOSE CARD: DEBIT CREDIT	Press F1 for debit card.
Terminal May Prompt: CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press Enter Invoice Number: Key invoice number and press Enter
AMOUNT:	Key amount and press Enter
CASH:	Key cash back amount and press Enter
ENTER PIN	Customer: Key pin number on PinPad and press Enter
DIALING…. APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

FORCE SALE *Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as an offline transaction.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
FORCE	Press F2 for Force
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT CREDIT	Press F2 for credit card.
TERMINAL MAY PROMPT: ENTER EXP DATE INVOICE NUMBER CLERK ID	Exp. Date: Key expiration date and press Enter Invoice Number: Key invoice number and press Enter Clerk ID: Key clerk id and press Enter
AMOUNT:	Key amount and press Enter
APPR CODE:	Key authorization number that was obtained by the voice authorization center and press Enter
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

REPORTS *Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).*

MM/DDYY HH:MM	Press Reports the purple key (*4th purple key from left*)
TOTALS REPORT DETAIL REPORTS ⇩ SERVER REPORTS	Press appropriate key to select desired report. Press the key under ⇩for additional reporting options

SETTLE *Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.*

MM/DDYY HH:MM	Press F4 for Settlement
TOTAL: $$.$$	Key batch amount and press Enter
SETTLEMENT OK XXXXXXXXXXX	Press Enter to print settlement report.

VOID *Use this function to delete a transaction that is in the current batch.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
VOID	Press F1 for Void
VOID LAST TRANS?	Press F1 to void the last transaction or press F2 to void a transaction within the current batch
VOID RETRIEVE BY: INV# ACCT#	Press F1 to recall the transaction by the invoice number. Press F2 to recall the transaction by the customer's account number
VOID INVOICE NUMBER:	Key requested information (i.e. Invoice Number) and press Enter
VOID <card type> <trans type> XXXXXXXXXXXXXX $$.$$	Press F1 to void the displayed transaction or press F3 for the next transaction
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

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REFUND *Use this function to issue a credit to the cardholder's account for goods or services.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
REFUND	Press F3 for Refund
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD: DEBIT CREDIT	Press F2 for credit card.
TERMINAL MAY PROMPT: ENTER EXP DATE INVOICE NUMBER CLERK ID	Exp. Date: Key expiration date and press Enter Invoice Number: Key invoice number and press Enter Clerk ID: Key clerk id and press Enter
AMOUNT:	Key refund amount and press Enter
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

PRE-SETTLEMENT INSTRUCTIONS

1. Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
2. Print appropriate report (see report instructions). Compare your totals to the terminal report.
3. If your tape matches the terminal totals, proceed with the Settlement instruction below. If your audit does not match the terminal totals, repeat steps 1 and 2.

First Data Merchant Services
Nashville
VeriFone® VX570
Quick Reference Guide

Convenience Rate/Small Ticket

Config. 670

VOICE AUTHORIZATION NUMBERS

MC/VS _____

AX _____

DISCOVER/NOVUS _____

DC/CB _____

OTHER _____

HELP DESK SUPPORT _____

PROGRAMMING INFORMATION

Merchant Number _____

Terminal ID (TID) _____

Download Telephone Number _____

Touch Tone or Rotary Dial _____

By choosing our terminal applications, you are taking advantage of industry leading Interactive Technology, which ensures the integrity of your transaction flow. We have taken great care and effort to create applications that are robust and fast, yet easy to use. Our goal is to continue this tradition by listening to you. If you have any suggestions on features or functionality of our products, please e-mail us at

Suggestions@ProductEnhancements.com

Please note that this is not a customer service line. Your message may not be responded to, but will be carefully read and considered as a potential enhancement.

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Food Stamp (FS) Sale

Use this function to perform a FS Sale transaction.

Omni 7000 Ie PinPad - Customer

Please Swipe Card	Swipe EBT Card
Select Payment Type	Press EBT button
Enter Pin	Key pin number and press Enter

Terminal - Merchant

Trans Type Food Vchr CPur Cash	Press F1
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount: $0.00	Key total amount and press Enter

Omni 7000 Ie PinPad - Customer

Confirm Amount: No $$.$$ Yes	Press Yes

Terminal - Merchant

{Host Communication} Accepted	Terminal communicates to host for balance amount and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Food Stamp/ Voucher Refund

Use this function to issue a Credit to a cardholder's FS account.. No cash refund is allowed.

MMDDYY HH:MM	Press the key under the "⇩" symbol
Void Force Refund Check	Press F3
Swipe Card Acct:	Swipe EBT Card or key account number for voucher refund
Choose Card: Debit EBT	Press F2
Trans Type: Food Vchr	Press desired option
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Balance Inquiry (Food Stamp or Cash Account)

Use this function to obtain a cardholder's Account balance.

MMDDYY HH:MM	Press the key under the "⇩" symbol 3X
Batch Totals Batch Review EBT Bal Inq Help	Press F3
Swipe Card Acct:	Swipe card or key account number and press Enter
Trans Type: Food Cash	Press desired option
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
{Host Communication} Accepted	Terminal communicates to host for balance amount and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Food Stamp Voucher Clear

Use this function to enter a Voice Authorized FS transaction into the terminal.

MMDDYY HH:MM	Press F2 Sale
Swipe Card Acct:	Key account number and press Enter
Trans Type: Food CPur Vchr Cash	Press F2
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Voucher S/N:	Key voucher serial number and press Enter
Appr Code:	Key approval code and press Enter
{Host Communication} Accepted	Terminal communicates to host and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Cash Account (CA) Sale

Use this function to perform a Cash Account sale, including a sale with cash back.

Everest PinPad - Customer

Please Swipe Card	Swipe EBT Card
Select Payment Type	Press EBT button
Enter Pin	Key pin number and press Enter

Terminal - Merchant

Trans Type: Food CPur Vchr Cash	Press F3
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Cash: $0.00	Key cash back amount and press Enter

Everest PinPad - Customer

Confirm Amount: No $$.$$ Yes	Press Yes

Terminal - Merchant

{Host Communication} Accepted	Terminal communicates to host for balance amount and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

EBT Void

Use this function only to void the last EBT transaction this can occur only immediately after the original EBT transaction.

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
VOID	Press F1 for Void
VOID LAST TRANS?	Press F1 to void the last transaction
VOID <card type> <trans type> XXXXXXXXXXXXXXX $$.$$	Press F1 to void the displayed transaction
{Host Communication}	Terminal communicates to host
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

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Cash Account (CA) Withdrawal *Use this function to withdraw cash from a cardholder's Cash Account without purchase.*

Omni 7000 le PinPad - Customer	
Please Swipe Card	Swipe EBT Card
Select Payment Type	Press EBT button
Enter Pin	Key pin number and press Enter
Terminal - Merchant	
Trans Type: Food CPur Vchr Cash	Press F4
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Cash: $0.00	Key cash back amount and press Enter
Omni 7000 le PinPad - Customer	
Confirm Amount: No $$.$$ Yes	Press Yes
Terminal - Merchant	
{Host Communication} Accepted	Terminal communicates to host for balance amount and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Notes:

The following transaction types are supported by EBT:

Food Stamp -- Sale, Refund, Balance Inquiry and Voucher Clear (for sale or refund).

Cash Benefit -- Sale with or without Cash Back, Withdrawal, and Balance Inquiry.

EBT transactions can be either swiped or manually entered. A cardholder's account number may be manually entered if the stripe cannot be read, *provided the card is present.*

Prompts may differ depending on options selected.

EBT PROGRAM POLICIES AND GUIDELINES

- Retailer must comply with the provisions of the Retailer Agreement and with the U.S. Department of Agriculture's Food and Nutrition Service (FNS) Food Stamp Program Guidelines.
- Retailers are not allowed to set a minimum dollar amount for an EBT transaction.
- Cardholder must enter his own PIN. Under no circumstances may a retailer or a retailer's employee enter a cardholder's PIN.
- The retailer must give the cardholder a printed receipt for each transaction. When a paper voucher is used, the cardholder must be given a copy of the voucher.
- Retailers must submit all EBT transactions on-line. Paper vouchers must be keyed into the terminal by a Voucher Clear transaction (Sale or Refund) within ten (10) days.
- Refunds made to Cash Accounts must be given in cash or store credit. There is no electronic transaction to issue a refund to a Cash Account.
- Refunds given to Food Stamp accounts must be given as a credit to the cardholder's account.

VOUCHER CLEAR TRANSACTIONS

Paper vouchers are used when the POS terminal is not working or the EBT host system is not available and the merchant needs to perform Food Stamp purchase and refund transactions. Vouchers are used only for Food Stamp purchases and refund transactions, not for Cash Account transactions. Once the terminal/EBT Host is working (within 10 days) the voucher must be entered into the terminal using the voucher clear procedure. Until this is done, the merchant will not be paid.

General Procedures – The cardholder must be present at the time of the transaction, and must present a valid EBT card. Under no circumstances should a transaction be called into the Audio Response Unit (ARU) unless the card is present. Vouchers are to be accepted only for valid food stamp eligible goods. NO EXCEPTIONS.

Completion of a Voucher – For a voucher to be honored, it must be signed by the cardholder whose name appears on the card. If a merchant completes a food stamp transaction for someone other than the cardholder, the amount of the purchased may be debited from the merchant's bank account. To be sure of your customer, verify the signature on the back of the EBT card. If any information on the voucher is falsified or altered (such as signature, card numbers, dates, or amount of purchase) the amount of the purchase may be debited from the merchant's bank account if there is a complaint. If mistakes are made on the voucher form, the voucher should be destroyed and a new one completed with the client's signature and date. No cross-outs should be made on the voucher (e.g., crossing out a card number and keying a different number). Such cross outs will be considered an alteration of the voucher form.

EBT TRANSACTION ERROR MESSAGES

INVALID MERCHANT ID Merchant calls Client Services to confirm Merchant setup If setup is correct, call number on back of card.
INVALID TRANSACTION Cardholder calls number on back of card.
INVALID ACCOUNT NUMBER Cardholder calls number on back of card.
DECLINED Cardholder calls number on back of card.
TRANSACTION NOT ALLOWED Cardholder calls number on back of card.
PIN TRY EXCEEDED Cardholder calls number on back of card.
PLEASE RETRY Try again; if not successful, merchant calls Help Desk.
SYSTEM ERROR. Merchant calls Help Desk.
DBT SW INV MER ID Merchant calls Help Desk.
PIN XLATE ERR Merchant calls Help Desk.
HOST KEY ERR Merchant calls Help Desk.
DEBIT T.O. RETRY Try again; if not successful, merchant calls Help Desk.

FIRST DATA MERCHANT SERVICES
NASHVILLE
VERIFONE® VX570
WITH 7000 LE PINPAD
QUICK REFERENCE GUIDE

ELECTRONIC BENEFITS TRANSFER

{Config 670}

PROGRAMMING INFORMATION

MC/VS Merchant Number _____

EBT Merchant FNS Number _____
(Required only for food stamps)

Merchant ID _____ Terminal ID (TID)_____

Download telephone Number_____

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Food Stamp (FS) Sale *Use this function to perform a FS Sale transaction.*

MMDDYY HH:MM	Press F2
Swipe Card Acct:	Swipe card or key account number and press Enter
Choose Card: Debit EBT	Press F2
Trans Type Food CPur Vchr Cash	Press F1
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount: $0.00	Key total amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Food Stamp/ Voucher Refund *Use this function to issue a Credit to a cardholder's FS account.. No cash refund is allowed.*

MMDDYY HH:MM	Press the key under the "⇩" symbol
Void Force Refund Check	Press F3
Swipe Card Acct:	Swipe EBT Card
Choose Card: Debit EBT	Press F2
Trans Type: Food Vchr	Press desired option
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Balance Inquiry (Food Stamp or Cash Account) *Use this function to obtain a cardholder's Account balance*

MMDDYY HH:MM	Press the key under the "⇩" symbol 3X
Batch Totals Batch Review EBT Bal Inq Help	Press F3
Swipe Card Acct:	Swipe card or key account number and press Enter
Trans Type: Food Cash	Press desired option
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
{Host Communication}	Terminal communicates to host for balance amount and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Food Stamp Voucher Clear *Use this function to enter a Voice Authorized FS transaction into the terminal.*

MMDDYY HH:MM	Press F2 Sale
Swipe Card Acct:	Key account number and press Enter
Trans Type: Food CPur Vchr Cash	Press F2
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Voucher S/N:	Key voucher serial number and press Enter
Appr Code:	Key original approval code and press Enter
{Host Communication}	Terminal communicates to host and displays host response
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Cash Account (CA) Sale *Use this function to perform a Cash Account sale, including a sale with cash back.*

MMDDYY HH:MM	Press F2
Swipe Card Acct:	Swipe card or key account number and press Enter
Choose Card: Debit EBT	Press F2
Trans Type Food CPur Vchr Cash	Press F3
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount: $0.00	Key total amount and press Enter
Cash: $0.00	Key cash back amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

EBT Void *Use this function only to void the last EBT transaction this can occur only immediately after the original EBT transaction.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
VOID	Press F1 for Void
VOID LAST TRANS?	Press F1 to void the last transaction
VOID <card type> <trans type> XXXXXXXXXXXXXXX $$.$$	Press F1 to void the displayed transaction
DIALING….	Terminal communicates to host
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

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Cash Account (CA) Withdrawal *Use this function to withdraw cash from a cardholder's Cash Account without purchase.*

MMDDYY HH:MM	Press F2
Swipe Card Acct:	Swipe card or key account number and press Enter
Choose Card: Debit EBT	Press F2
Trans Type Food CPur Vchr Cash	Press F4
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Cash $0.00	Key cash amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

EBT PROGRAM POLICIES AND GUIDELINES

- Retailer must comply with the provisions of the Retailer Agreement and with the U.S. Department of Agriculture's Food and Nutrition Service (FNS) Food Stamp Program Guidelines.
- Retailers are not allowed to set a minimum dollar amount for an EBT transaction.
- Cardholder must enter his own PIN. Under no circumstances may a retailer or a retailer's employee enter a cardholder's PIN.
- The retailer must give the cardholder a printed receipt for each transaction. When a paper voucher is used, the cardholder must be given a copy of the voucher.
- Retailers must submit all EBT transactions on-line. Paper vouchers must be keyed into the terminal by a Voucher Clear transaction (Sale or Refund) within ten (10) days.
- Refunds made to Cash Accounts must be given in cash or store credit. There is no electronic transaction to issue a refund to a Cash Account.
- Refunds given to Food Stamp accounts must be given as a credit to the cardholder's account.

Notes:

The following transaction types are supported by EBT:

Food Stamp -- Sale, Refund, Balance Inquiry and Voucher Clear (for sale or refund).

Cash Benefit -- Sale with or without Cash Back, Withdrawal, and Balance Inquiry.

EBT transactions can be either swiped or manually entered. A cardholder's account number may be manually entered if the stripe cannot be read, *provided the card is present.*

Prompts may differ depending on options selected.

VOUCHER CLEAR TRANSACTIONS

Paper vouchers are used when the POS terminal is not working or the EBT host system is not available and the merchant needs to perform Food Stamp purchase and refund transactions. Vouchers are used only for Food Stamp purchases and refund transactions, not for Cash Account transactions. Once the terminal/EBT Host is working (**within 10 days**) the voucher must be entered into the terminal using the voucher clear procedure. Until this is done, the merchant will not be paid.

General Procedures – The cardholder must be present at the time of the transaction, and must present a valid EBT card. Under no circumstances should a transaction be called into the Audio Response Unit (ARU) unless the card is present. Vouchers are to be accepted only for valid food stamp eligible goods. NO EXCEPTIONS.

Completion of a Voucher – For a voucher to be honored, it must be signed by the cardholder whose name appears on the card. If a merchant completes a food stamp transaction for someone other than the cardholder, the amount of the purchased may be debited from the merchant's bank account. To be sure of your customer, verify the signature on the back of the EBT card. If any information on the voucher is falsified or altered (such as signature, card numbers, dates, or amount of purchase) the amount of the purchase may be debited from the merchant's bank account if there is a complaint. If mistakes are made on the voucher form, the voucher should be destroyed and a new one completed with the client's signature and date. No cross-outs should be made on the voucher (e.g., crossing out a card number and keying a different number). Such cross outs will be considered an alteration of the voucher form.

EBT TRANSACTION ERROR MESSAGES

INVALID MERCHANT ID Merchant calls Client Services to confirm Merchant setup If setup is correct, call number on back of card.
INVALID TRANSACTION Cardholder calls number on back of card.
INVALID ACCOUNT NUMBER Cardholder calls number on back of card.
DECLINED Cardholder calls number on back of card.
TRANSACTION NOT ALLOWED Cardholder calls number on back of card.
PIN TRY EXCEEDED Cardholder calls number on back of card.
PLEASE RETRY Try again; if not successful, merchant calls Help Desk.
SYSTEM ERROR. Merchant calls Help Desk.
DBT SW INV MER ID Merchant calls Help Desk.
PIN XLATE ERR Merchant calls Help Desk.
HOST KEY ERR Merchant calls Help Desk.
DEBIT T.O. RETRY Try again; if not successful, merchant calls Help Desk.

FIRST DATA MERCHANT SERVICES
NASHVILLE
VERIFONE® VX570
WITH 1000, 1000 SE PINPAD
QUICK REFERENCE GUIDE

ELECTRONIC BENEFITS TRANSFER

{Config 670}

PROGRAMMING INFORMATION

MC/VS Merchant Number _____

EBT Merchant FNS Number _____
(Required only for food stamps)

Merchant ID _____Terminal ID (TID)_____

Download telephone Number_____

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Food Stamp (FS) Sale *Use this function to perform a FS Sale transaction.*

MMDDYY HH:MM	Press F2
Swipe Card Acct:	Swipe card or key account number and press Enter
Choose Card: Debit EBT	Press F2
Trans Type Food Vchr CPur Cash	Press F1
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount: $0.00	Key total amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Food Stamp Refund *Use this function to issue a Credit to a cardholder's FS account.. No cash refund is allowed.*

MMDDYY HH:MM	Press the key under the "⇩" symbol
Void Force Refund Check	Press F3
Swipe Card Acct:	Swipe EBT Card
Choose Card: Debit EBT	Press F2
Trans Type Food Vchr	Press desired option
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Balance Inquiry (Food Stamp or Cash Account) *Use this function to obtain a cardholder's Account balance.*

MMDDYY HH:MM	Press the key under the "⇩" symbol 3X
Batch Totals Batch Review EBT Bal Inq Help	Press F3
Swipe Card Acct:	Swipe card or key account number and press Enter
Trans Type: Food Cash	Press desired option
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Food Stamp Voucher Clear *Use this function to enter a Voice Authorized FS transaction into the terminal.*

MMDDYY HH:MM	Press F2 Sale
Swipe Card Acct:	Key account number and press Enter
Tran Type: Food CPur Vchr Cash	Press F2
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount $0.00	Key total amount and press Enter
Voucher S/N:	Key voucher serial number and press Enter
Appr Code:	Key original approval code and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Cash Account (CA) Sale *Use this function to perform a Cash Account sale, including a sale with cash back.*

MMDDYY HH:MM	Press F2
Swipe Card Acct:	Swipe card or key account number and press Enter
Choose Card: Debit EBT	Press F2
Trans Type Food CPur Vchr Cash	Press F3
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Amount: $0.00	Key total amount and press Enter
Cash Back $0.00	Key cash back amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

EBT Void *Use this function only to void the last EBT transaction this can occur only immediately after the original EBT transaction.*

MM/DDYY HH:MM	Press the key under the "⇩" symbol.
VOID	Press F1 for Void
VOID LAST TRANS?	Press F1 to void the last transaction
VOID <card type> <trans type> XXXXXXXXXXXXXXX $$.$$	Press F1 to void the displayed transaction
DIALING…. APPROVED #####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

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Cash Account (CA) Withdrawal *Use this function to withdraw cash from a cardholder's Cash Account without purchase.*

MMDDYY HH:MM	Press F2
Swipe Card Acct:	Swipe card or key account number and press Enter
Choose Card: Debit EBT	Press F2
Trans Type Food CPur Vchr Cash	Press F4
Terminal May Prompt: Invoice Number Clerk Id	Key requested information and press Enter
Cash Back $0.00	Key cash back amount and press Enter
Enter Pin	Key pin number (via pinpad) and press Enter
DIALING.... APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press Enter to print customer receipt

Notes:

The following transaction types are supported by EBT:

Food Stamp – Sale, Refund, Balance Inquiry and Voucher Clear (for sale or refund).

Cash Benefit – Sale with or without Cash Back, Withdrawal, and Balance Inquiry.

EBT transactions can be either swiped or manually entered. A cardholder's account number may be manually entered if the stripe cannot be read, *provided the card is present.*

Prompts may differ depending on options selected.

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- Retailers are not allowed to set a minimum dollar amount for an EBT transaction.
- Cardholder must enter his own PIN. Under no circumstances may a retailer or a retailer's employee enter a cardholder's PIN.
- The retailer must give the cardholder a printed receipt for each transaction. When a paper voucher is used, the cardholder must be given a copy of the voucher.
- Retailers must submit all EBT transactions on-line. Paper vouchers must be keyed into the terminal by a Voucher Clear transaction (Sale or Refund) within ten (10) days.
- Refunds made to Cash Accounts must be given in cash or store credit. There is no electronic transaction to issue a refund to a Cash Account.
- Refunds given to Food Stamp accounts must be given as a credit to the cardholder's account.

VOUCHER CLEAR TRANSACTIONS

Paper vouchers are used when the POS terminal is not working or the EBT host system is not available and the merchant needs to perform Food Stamp purchase and refund transactions. Vouchers are used only for Food Stamp purchases and refund transactions, not for Cash Account transactions. Once the terminal/EBT Host is working (within 10 days) the voucher must be entered into the terminal using the voucher clear procedure. Until this is done, the merchant will not be paid.

General Procedures – The cardholder must be present at the time of the transaction, and must present a valid EBT card. Under no circumstances should a transaction be called into the Audio Response Unit (ARU) unless the card is present. Vouchers are to be accepted only for valid food stamp eligible goods. NO EXCEPTIONS.

Completion of a Voucher – For a voucher to be honored, it must be signed by the cardholder whose name appears on the card. If a merchant completes a food stamp transaction for someone other than the cardholder, the amount of the purchased may be debited from the merchant's bank account. To be sure of your customer, verify the signature on the back of the EBT card. If any information on the voucher is falsified or altered (such as signature, card numbers, dates, or amount of purchase) the amount of the purchase may be debited from the merchant's bank account if there is a complaint. If mistakes are made on the voucher form, the voucher should be destroyed and a new one completed with the client's signature and date. No cross-outs should be made on the voucher (e.g., crossing out a card number and keying a different number). Such cross outs will be considered an alteration of the voucher form.

EBT TRANSACTION ERROR MESSAGES

INVALID MERCHANT ID Merchant calls Client Services to confirm Merchant setup If setup is correct, call number on back of card.
INVALID TRANSACTION Cardholder calls number on back of card.
INVALID ACCOUNT NUMBER Cardholder calls number on back of card.
DECLINED Cardholder calls number on back of card.
TRANSACTION NOT ALLOWED Cardholder calls number on back of card.
PIN TRY EXCEEDED Cardholder calls number on back of card.
PLEASE RETRY Try again; if not successful, merchant calls Help Desk.
SYSTEM ERROR. Merchant calls Help Desk.
DBT SW INV MER ID Merchant calls Help Desk.
PIN XLATE ERR Merchant calls Help Desk.
HOST KEY ERR Merchant calls Help Desk.
DEBIT T.O. RETRY Try again; if not successful, merchant calls Help Desk.

First Data Merchant Services
Nashville
VeriFone® VX570
with Internal PinPad
Quick Reference Guide

ELECTRONIC BENEFITS TRANSFER

{Config. 670}

PROGRAMMING INFORMATION

MC/VS Merchant Number _____

EBT Merchant FNS Number _____
(Required only for food stamps)

Merchant ID _____Terminal ID (TID)_____

Download telephone Number_____

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NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

ACTIVATION: *Use this procedure to activate a gift card for a specific dollar amount.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press F3 for Activate
SWIPE OR ENTER ACCT:	Swipe card or manually key card number and press Enter
Terminal May Prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press Enter Key invoice number and press Enter Key password and press Enter *Note: Only a manually keyed transactions will prompt for password if option/feature is enabled.*
AMOUNT:	Key amount and press Enter
DIALING….	Terminal will communicate with the host for approval.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

REDEEM: *Use this procedure to redeem (spend) a specific amount or the whole gift card amount.*

MMDDYY HH:MM	Swipe Card or Press F3
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press F2 for Redeem
SWIPE OR ENTER ACCT:	Swipe card or manually key card number and press Enter
Terminal May Prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press Enter Key invoice number and press Enter Key password and press Enter *Note: Only a manually keyed transactions will prompt for password if option/feature is enabled.*
AMOUNT:	Key amount and press Enter
DIALING….	Terminal will communicate with the host for approval.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

RELOAD: *Use this procedure to reload/add any amount onto an already active gift card.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press F4 for Reload
SWIPE OR ENTER ACCT:	Swipe card or manually key card number and press Enter
Terminal May Prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press Enter Key invoice number and press Enter Key password and press Enter *Note: Only a manually keyed transactions will prompt for password if option/feature is enabled.*
AMOUNT:	Key amount and press Enter
DIALING….	Terminal will communicate with the host for approval.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

CASHOUT: *Use this procedure if a consumer wants the balance on their gift card given back to them in cash.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press F4 for Cashout
PASSWORD:	Key password and press Enter
SWIPE OR ENTER ACCT:	Swipe card or manually key card number and press Enter
Terminal May Prompt: CLERK ID INVOICE NUMBER	Key clerk number and press Enter Key invoice number and press Enter
DIALING….	Terminal will communicate with the host for approval.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

BALANCE TRANSFER: *Use this procedure to transfer the balance from an old/defective card to a new inactive card. The new card will become active once the terminal completes the transfer.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press F2 for Balance Xfer
ENTER OLD CARD	Manually key old card number and press Enter
SWIPE NEW CARD	Swipe new card
Terminal May Prompt: CLERK ID INVOICE NUMBER	Key clerk number and press Enter Key invoice number and press Enter
DIALING….	Terminal will communicate with the host for approval.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

BALANCE INQUIRY: *Use this procedure to print the balance on any active gift card.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press F1 for Balance Inq
SWIPE OR ENTER ACCT:	Swipe card or manually key card number and press Enter
Terminal May Prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press Enter Key invoice number and press Enter Key password and press Enter *Note: Only a manually keyed transactions will prompt for password if option/feature is enabled.*
DIALING….	Terminal will communicate with the host for verification.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

VOID: *Use this procedure to void any Gift Card transaction in the current open batch*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press F3 for Void
VOID LAST TRANS? YES NO	Press 'F' key for desired option.
RETRIEVE BY: INV # ACCT #	Press 'F' key for desired option.
Terminal May Prompt: INVOICE NUMBER LAST 4 DIGITS	Key invoice number and press Enter Key last 4 digits and press Enter
VOID GIFT CARD <transaction type> <card number> $$.$$ YES NO NEXT	Press 'F' key for desired option.
Terminal May Prompt: CLERK ID	Key clerk number and press Enter
DIALING….	Terminal will communicate with the host for approval.
PRNT CUST COPY? YES NO	Press 'F' key for desired option. The terminal will automatically return to the Gift Card menu page.

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PRINT DETAIL BATCH REPORT: *Use this procedure to print the transaction detail information for Gift Cards.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press the key under the "⇩" symbol.
REPORTS = F1	Press F1 for Reports
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press F3 for Detail Report
DELETE GIFT BAT? YES NO	Press 'F' key for desired option.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press Clear to return to the Gift Card menu page.

PRINT TOTALS BATCH REPORT: *Use this procedure to print the batch totals for Gift Card.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press the key under the "⇩" symbol.
REPORTS = F1	Press F1 for Reports
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press F2 for Totals Reports
DELETE GIFT BAT? YES NO	Press 'F' key for desired option.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press Clear to return to the Gift Card menu page.

PRINT CLERK REPORTS: *Use this procedure to print the batch totals or transaction detail for Gift Card by clerk/server number.*

MMDDYY HH:MM	Press F3 for Gift Card
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the "⇩" symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press the key under the "⇩" symbol.
REPORTS = F1	Press F1 for Reports
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press F4 for Server Report
PASSWORD:	Key password and press Enter
SERVER REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3	Press 'F' key for desired option. Press Clear to return to the Gift Card menu page.

First Data Gift Card
VeriFone® VX570
Quick Reference Guide

Config. 670

VOICE AUTHORIZATION NUMBERS

MC/VS _____

AX _____

DISCOVER/NOVUS _____

DC/CB _____

GIFT _____

CUSTOMER SUPPORT _____

PROGRAMMING INFORMATION

Merchant Number _____

Merchant ID (MID) _____

Terminal ID (TID) _____

Download Telephone Number _____

Touch Tone or Rotary Dial _____

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NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

TeleCheck Driver's License: *Use this procedure to process a check sale.*

MM/DD/YY HH:MM	Press the key under the "⇩" symbol
CHECK	Press F4 for Check
CHECK NUMBER	Key check number and press Enter
DRIVER'S LICENSE	Key driver's license number and press Enter
STATE CODE	Key state code and press Enter
AMOUNT: $0.00	Key amount of check and press Enter
DIALING…. APPROVED #####	If approved, write four-digit approval code and Check Guarantee subscriber number on check and keep for deposit (be sure to follow all Warranty Requirements). Press Clear to return to the idle prompt. **For non-approved transactions see the "response codes" section.

TeleCheck Micro (Manual Entry): *Use this procedure to process a check sale.*

MM/DD/YY HH:MM	Press the key under the "⇩" symbol
CHECK	Press F4 for Check
MICR NUMBER	Key micro number and press Enter
CHECK NUMBER	Key check number and press Enter
AMOUNT: $0.00	Key amount of check and press Enter
DIALING…. APPROVED #####	If approved, write four-digit approval code and Check Guarantee subscriber number on check and keep for deposit (be sure to follow all Warranty Requirements). Press Clear to return to the idle prompt. **For non-approved transactions see the "response codes" section.

TeleCheck Micro (w/Check Reader): *Use this procedure to process a check sale.*

MM/DD/YY HH:MM	Press the key under the "⇩" symbol
CHECK	Press F4 for Check
MICR NUMBER	Insert check into the check reader.
AMOUNT: $0.00	Key amount of check and press Enter
DIALING…. APPROVED #####	If approved, write four-digit approval code and Check Guarantee subscriber number on check and keep for deposit (be sure to follow all Warranty Requirements). Press Clear to return to the idle prompt. **For non-approved transactions see the "response codes" section.

STATE ID TYPE CODES

United States Driver's License:

25 Alabama	52 Louisiana	60 Ohio
55 Alaska	56 Maine	65 Oklahoma
20 Arizona	79 Maryland	67 Oregon
27 Arkansas	87 Massachusetts	78 Pennsylvania
23 California	40 Michigan	70 Puerto Rico
26 Colorado	64 Minnesota	74 Rhode Island
28 Connecticut	77 Mississippi	72 South Carolina
33 Delaware	66 Missouri	73 South Dakota
93 Dist. of Columbia	68 Montana	86 Tennessee
35 Florida	63 Nebraska	89 Texas
42 Georgia	38 Nevada	88 Utah
44 Hawaii	47 New Hampshire	83 Vermont
43 Idaho	53 New Jersey	16 Virgin Islands (U.S.)
45 Illinois	39 New Mexico	82 Virginia
46 Indiana	69 New York	92 Washington State
49 Iowa	75 North Carolina	98 West Virginia
57 Kansas	36 North Dakota	94 Wisconsin
59 Kentucky	68 Montana	99 Wyoming

Canadian Driver's License:

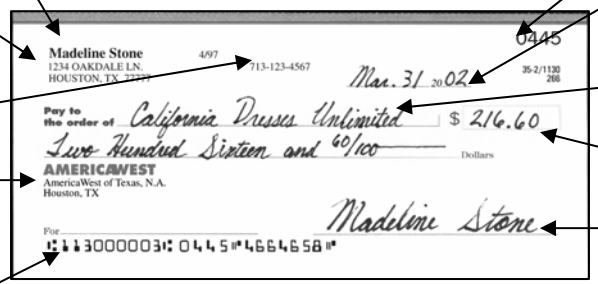
21 Albert a	31 Newfoundland	81 Prince Edward Is.
11 British Columbia	37 Northwest Territories	71 Quebec
61 Manitoba	41 Nova Scotia	58 Saskatchewan
13 New Brunswick	51 Ontario	91 Yukon

Other:

97 Military ID 19 Business Check 76 Australia, Guam or New Zealand

FOR WARRANTY REOUIREMENTS:

For non-ECA transactions: Determine whether the check presented is a personal or a company check. When both the name of a person and the name of a company appear on the check, it should be considered a company check. No ID is required for company checks. Make sure the check meets all warranty requirements by following the example below:



Name
Imprinted by check manufacturer; no starter checks

Address
Physical address; if P.O. Box, write in full address

Phone Number
Home or business with area code; may be handwritten

Financial Institution
Drawn on U.S., Canadian, Puerto Rican or U.S. Virgin Islands bank

For Manual MICR Entry
Use these numbers from left to right for MICR ID

This information must be written on the check:
TeleCheck Number / Clerk's Initials / Approval Code

Check Number

Date
MO/DAY/YR (no pre- or postdates)

First Party
Payable to subscriber

Amount
Figures and words must agree

Signature
The signature must reasonably correspond to the name imprinted on the check

Note: Any alterations to the check must be made and initialed by the check writers

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REQUIRED IDENTIFICATION

Identification is required for personal checks when prompted by the terminal. No ID is required for company checks. The following are acceptable:

- Permanent, valid, unexpired driver's license from anywhere in the U.S., Canada, Puerto Rico or U.S. Virgin Islands (with exception of New Hampshire).
- Current, valid U.S. Military ID (use the Social Security number on the Military ID with exception of Michigan, Ohio and Rhode Island).
- Permanent, valid, unexpired state-issued non-driver's ID (only if a driver's license or military ID is unavailable).

The signature and physical description of the check writer must reasonably correspond to any signature or description contained in the ID

RESPONSE CODES

Code 3 – Give check writer a courtesy card.
TeleCheck has no negative information on the check writer or company, but the check to fail outside the guidelines that TeleCheck will guarantee at this time.
Code 4 – Give check writer a courtesy card.
TeleCheck has information that prevents approval of any check from this individual or company at this time.
Code 40 – Give check writer a courtesy card.
TeleCheck has information on file which indicates that this ID or check has been reported lost or stolen.
Check Invalid – Give check writer a courtesy card.
Check does not comply with accepted check printing standards.
Data Entry Error – Retry Request.
Verify ID and enter authorization request again.
Call Center – Call TeleCheck Authorization Center.
The terminal will display TeleCheck's toll-free Call Center number.
Press arrow key to display your TeleCheck Subscriber Number.

First Data Merchant Services
Nashville
VeriFone® VX570
Quick Reference Guide

The TeleCheck®
Check Guarantee Service

TeleCheck®
A First Data Company

Config. 670

VOICE AUTHORIZATION NUMBERS

MC/VS _____
AX _____
DISCOVER/NOVUS _____
DC/CB _____
OTHER _____
CUSTOMER SUPPORT _____

PROGRAMMING INFORMATION

Merchant Number _____
Merchant ID (MID) _____
Terminal ID (TID) _____
Download Telephone Number _____
Touch Tone or Rotary Dial _____

By choosing our terminal applications, you are taking advantage of industry leading Interactive Technology, which ensures the integrity of your transaction flow. We have taken great care and effort to create applications that are robust and fast, yet easy to use. Our goal is to continue this tradition by listening to you. If you have any suggestions on features or functionality of our products, please e-mail us at

Suggestions@ProductEnhancements.com

Please note that this is not a customer service line. Your message may not be responded to, but will be carefully read and considered as a potential enhancement.
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